



# Maryland Department of Budget & Management

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Office of Information Technology  
Telecommunications Access of Maryland

PARRIS N. GLENDENING  
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KATHLEEN KENNEDY TOWNSEND  
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Secretary

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Deputy Secretary

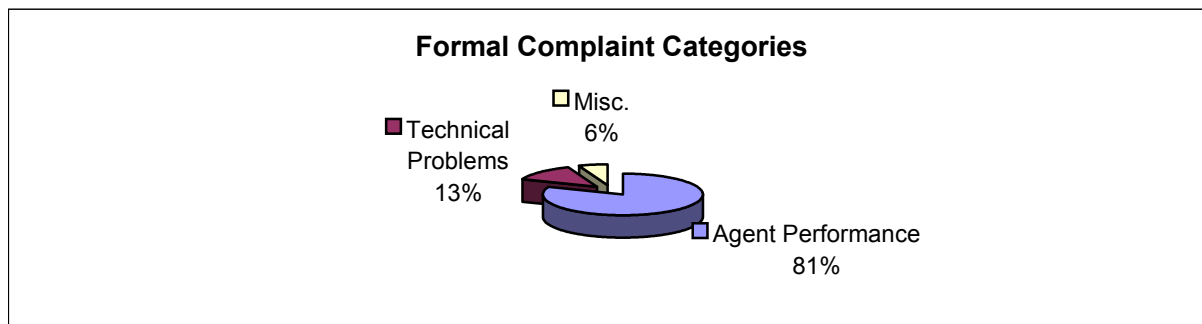
## **FCC Docket No. 98-67** **Maryland Relay Summary Log: June 1, 2001 – May 31, 2002**

For the period of June 1, 2001 through May 31, 2002, Maryland Relay processed 2,407,616 calls and received a total of one hundred seventy-three (173) customer complaints. These complaints were filed with supervisors, account managers, Sprint Relay Customer Service, and/or with the State of Maryland's Telecommunications Access of Maryland (agency which oversees the TRS contract with Sprint.) Although very few alleged complaints directly violate the federal minimum standards for telecommunications Relay Services, all complaints formally registered have been listed.

None of the one hundred and seventy three formally filed complaints, which were in violation of the FCC rules, were escalated for action to the State of Maryland or to the Federal Communications Commission.

Although issues may have been escalated to the PSC or the FCC, none required formal Commission action, and were all resolved at the state contract administrator or provider level.

(See Attachment A for a summary log of formal complaints)



The State of Maryland Telecommunications Access of Maryland is aware that some complaints are anecdotal in nature and/or may not have been recorded by the provider because they did not have all of the required associated data. In order to proactively find any unreported problems or anomalies related to the Maryland Relay, the State of Maryland hired an outside consultant to perform two separate quality assurance tests. A summary of the results of this quality assurance testing are listed below. As a result of this quality assurance testing and advances in TRS technology, the State of Maryland issued a Request for Proposal (RFP) with new requirements and stricter standards. On November 20, 2001



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the State released the RFP which included more stringent standards, and also new technology requirements which allow TRS users to have a phone service that is functionally equivalent.

**Summary of First Quality Assurance Testing Results –  
April 2001**

<b>Criteria Measured</b>	<b>Results</b>
Number of Calls Evaluated	505
Number of Operators Surveyed	223
Overall Typing Accuracy	85.0%
Overall Typing Speed	70.9 wpm
Percent of Operators providing ID Number	91.5%
Percent of Operators asking voice person if familiar with relay	94%
Percent of Operators providing Relay explanation verbatim	80%
Percent of Calls relayed verbatim	62.4%
Percent of calls with garble	3.4%

Following review and assessment of the results from the first round of Quality Assurance Testing, operators and supervisors were given intense training on proper procedures in problem areas and coaching for job development skills in areas that indicated a need for improvement.

**Summary of Second Quality Assurance Testing Results  
August/September 2002**

<b>Criteria Measured</b>	<b>Results</b>
Number of Calls Evaluated	403
Number of Operators Surveyed	160
Overall Typing Accuracy	84.7
Overall Typing Speed	67.9
Percent of Operators providing ID Number	97.5
Percent of Operators providing Relay explanation	98.4
Percent of Calls relayed verbatim	90.1%
Percent of Calls with garble	0%
Percent of Voice Retrieval Calls handled correctly	53.8


In summary, Maryland Relay received relatively few complaints from customers during the time-period for this report. Although we are pleased that users would appear to have an extremely high satisfaction rating of the service, we will continue to be pro-active in improving relay service for our customers. We will continue to contract for the services of an independent evaluator to ascertain the quality and performance of Maryland Relay and use the results as a tool to continually improve the quality of relay services we offer our customers. The requirements contained within the new RFP raised the Relay standard for the quality and service of Maryland Relay, has more stringent standards, and will provide Maryland Relay customers with a higher degree of satisfaction.

Respectfully submitted,

Brenda Kelly-Frey, Director - TAM  
Maryland Department of Budget & Management  
301 W. Preston Street Suite 1008A  
Baltimore, MD 21201  
1-800-552-7724

**Attachment A**  
**Maryland Relay Summary Log**  
**June 1, 2001 – May 31, 2002**


Out of the one hundred and seventy three complaints filed, one hundred forty (140) complaints pertained to operator performance (Service Complaints). Another twenty-three (23) complaints pertained to technical problems (Technical Complaints) and the remaining ten (10) complaints pertained to issues such as calling rates, Operator Services for the Deaf, and Carrier of Choice issues (Misc. Complaints). Each of the three categories is discussed below:

- 
1. 12 - complaints concerned Answer Wait Time
  2. 5 - complaints concerned Dial Out Time
  3. 1 - complaint concerned Operator Not Following Customer Database Instructions
  4. 23 - complaints concerned Operator Not Following Customer Instructions
  5. 13 - complaints concerned Operator Not Keeping Customer Informed
  6. 19 - complaints concerned Operator Disconnected Caller
  7. 0 - complaints concerned Poor Spelling
  8. 5 - complaints concerned Typing Speed and Accuracy
  9. 5 - complaints concerned Poor Voice Tone
  10. 7 - complaints concerned Everything Not Relayed
  11. 0 - complaints concerned HCO Procedures Not Followed
  12. 2 - complaints concerned VCO Procedures Not Followed
  13. 4 - complaints concerned Two-Line VCO Procedures Not Followed
  14. 0 - complaints concerned Background Noise Not Typed
  15. 0 - complaints concerned Recording Feature Not Used
  16. 0 - complaints concerned Noise in Center
  17. 15 - complaints concerned Operator Was Rude

18. 3 - complaints concerned a Problem With an Answer Machine
19. 1 - complaint concerned Spanish Service
20. 0 - complaints concerned Speech to Speech
21. 25 - complaints concerned Other Problem Type Complaints that included:
- Explanation of a standard relay call is inappropriate.
  - Operators switched within ten minutes after operator began to relay the call.
  - Customer could not reach Directory Assistance when using MD Relay.
  - Customer stated that operator did not remain transparent at the beginning of the relay call.
  - Customer stated a friend who is hard of hearing and had trouble determines if the incoming call is TTY or relay call. Requested that the operators press space bar when calling to TTY user.
  - Customer complained that the operators kept asking VCO caller to repeat the number several times.
  - Operator did not respond to "LNR" request.
  - Customer tried to place calling card call and received a message that the LD service has been disconnected.
  - Customer attempted to call 711 several times using cellular phone without success.
  - Customer wanted operators to provide more descriptive words of what the voice person sounded like.
  - Customer wanted operator to explain why outbound caller hung up, and requested a detailed explanation as to what exactly happened and why.
  - Customer wanted to know if relay kept records of calls, he/she wanted records to review the problems with Pizza Hut.

Further, Sprint TRS utilized the complaint information to determine its activities for refresher training.

All complaints filed for this 12-month period have been resolved. Sprint TRS and Maryland Relay made every effort to resolve all complaints within fifteen days after the last day of the month in which they were filed. Approximately ninety percent (90%) of the Service Type Complaints were resolved during the time that the complaint is filed with a supervisor. The remaining ten percent (10%) required additional follow-ups with either the operator and/or the customer. Additionally, Sprint and Maryland Relay established a policy to ask each customer who filed a complaint if they would like to provide their contact information and if they would like a call back. About ninety-five (95%) of the customers filing complaints did not wish to receive a call back. Instead, they want to be assured that the operator will be coached and receive any additional training that is necessary to improve the call processing.

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1. 3 - complaints concerned Lost Branding
2. 0 - complaints concerned Charged for local call
3. 10 - complaints concerned Trouble in Linking Up to the Operator
4. 1 - complaint concerned Line disconnected
5. 2 - complaints concerned TTY users receiving Garbled Messages
6. 1 - complaint concerned the Customer Database Not Being Available
7. 0 - complaints concerned Split Screen
8. 6 - complaints concerned Other Technical Type Complaints such as:
- The customer's Caller ID via Maryland Relay displayed "out of area".

- Customer had “Call Waiting” feature but learned later that the calls via MD Relay reached the customer number and rang continuously.
- Customer complained about no ANI showing up when calling MD Relay several times and had to provide the number calling from to the operator.
- Voice customer received TTY tones when calling MD Relay and did not get any voice greetings.
- VCO customer with new equipment received a loud buzzing noise when giving the number to the operator.



1. 1 - complaint concerned Rates
2. 1 - complaint concerned no 900 Number
3. 1 - complaint concerned a customer's Carrier of Choice Not Being Available
4. 2 - complaints concerned a Network Recording
5. 5 - complaints concerned other issues such as:
  - Customer did not like the idea of phone number being given out because MD Relay Service began providing Caller ID feature.
  - When dialing 711, customer wanted the system to answer TTY first, not voice.
  - Customer had problems with the relay calls going through customer's Call Intercept feature.
  - Customer wanted the business to be educated in receiving relay calls. Customer experienced frequent hang-ups.
  - Customer requested Global Relay Block on customer number.

There were no complaints filed concerning:

- Operator Service for the Deaf

All of the Technical and Miscellaneous complaints were resolved within fifteen (15) days after the last day of the month in which the complaints were filed.